

## Online Banking Password Self-Reset

You can reset your online banking password using the 'Forgot Password' feature on the online banking login screen. This feature allows you to reset your password without having to contact the bank for password assistance.

### Create Password Question/Answer

Password self-reset requires you to create a Question & Answer under Options in 24/7 Online Banking. When the question is answered correctly, you are prompted to enter a new password. **The question/answer must be created PRIOR to using the Forgot Password feature.** If a personal question has not been established, online banking displays a message to contact the bank.

Log into online banking and click on *OPTIONS* to create a question/answer.

The screenshot shows the Pendleton Community Bank online banking interface. The top navigation bar includes icons for 24/7 Online, Bill Pay, eDocuments, Options (circled in red), and Mobile Banking. Below this is a secondary navigation bar with tabs for Personal, Account, Display, Alerts, ATM/Debit Card, and Mobile Banking. A green banner at the top of the main content area reads "Modify Personal Settings" with a question mark icon. The main content area contains several form fields: "Current Email Address:", "Change Email Address:" (with a text input field), "Reenter New Email Address:" (with a text input field), "Alert Address:", "Mobile Phone Number:" (with three separate text input fields), "Wireless Provider Address:" (with a text input field and a "Carrier Search" button), and a note: "\*\*Standard wireless carrier charges may apply\*\*". Below these are two text input fields for "PASSWORD Reset Question:" and "PASSWORD Reset Answer:", both of which are circled in red. At the bottom, there is a "Personal Watermark:" section with a small image of a dog and a "NOTE: Click on Watermark to change." button.

The **“Forgot Password”** link displays under the Password box on the login Page.

The screenshot shows the top of the login page. The header is green with the text "Login to 24/7 Online Banking" and a question mark icon on the left, and "Test Browser Home" on the right. Below the header, there is a section for image verification. It includes a small image of a dog wearing sunglasses. To the right of the image, the text reads: "Please verify your personal image! For security purposes, each time you login, verify the image on the left is the image you selected as your Personal Identification Image. If you have not set up your Personal Identification Image, a random image will appear. When you login, you will be prompted to select an image." Below this text are two input fields: "24/7 Online Banking ID:" and "24/7 Online Banking PASSWORD:". Under the password field, there is a blue link "Forgot Password?" circled in red, and a green "Submit" button below it.

Click the *Forgot Password* link, enter your online banking ID, email address used for online banking and an email subject and then click *Submit*. An email with instructions to reset your password is sent to the email address on file.

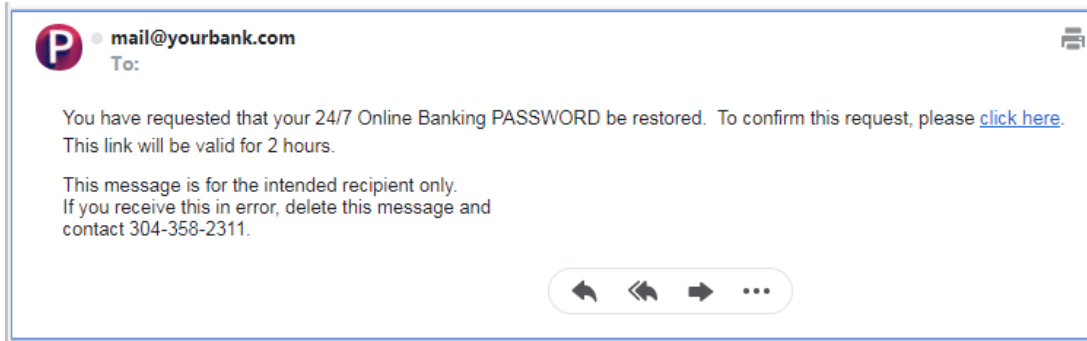
The screenshot shows the "PASSWORD Page Self Reset" form. The header is green with the text "PASSWORD Page Self Reset" and a question mark icon. The form contains three input fields: "Please enter your 24/7 Online Banking ID", "Email Address on file", and "Email Subject". To the right of the "Email Subject" field is a blue link "What's this". At the bottom of the form are two buttons: a grey "Cancel" button and a green "Continue" button circled in red.

The screenshot shows a confirmation message on a white background. The header is green with the text "PASSWORD Page Self Reset" and a question mark icon. The message reads: "Thank you. You will receive an email shortly with instructions on how to reset your PASSWORD."

The email subject is the subject line of the password reset email. The [what's this](#) link explains in detail the purpose of the e-mail subject to prevent phishing.

The screenshot shows a popup window titled "What is Phishing" with a close button in the top right corner. The text inside the popup reads: "What is Phishing A popular form of fraud uses an e-mail that appears to be coming from your financial institution, asking you to verify your information. Also known as "phishing", these e-mails direct you to a site that looks just like your bank's. From here, you are asked to provide sensitive information that can be used for fraud and identity theft. By entering your personal e-mail Subject text in this field, we will add this text to the PASSWORD Self-Reset email we send you so you will know that the e-mail from us concerning your PASSWORD is legitimate and was generated by an inquiry of yours. Any e-mails you receive asking for sensitive information that does not contain your personal subject text should be reported immediately. PENDLETON COMMUNITY BANK will never ask you for private information in an e-mail." At the bottom right of the popup is a green "OK" button.

The email contains a link to the confirmation screen. On the confirmation screen, enter your online banking ID, answer your personal question and click on Submit. **Answer to personal question MUST BE TYPED EXACTLY like it is typed in Options.** Click *Continue* and then click *Go to Login Page*.



**PASSWORD Self Reset**

Please enter your 24/7 Online Banking ID \*

Please enter your answer for My dogs name?

Click the *CONTINUE* link and type your new password, following the password rules.

Click *SUBMIT*.

**PASSWORD Self Reset**

Please enter a new PASSWORD: \*

Reenter your PASSWORD: \*

**PASSWORD Rules**

- May contain the following special characters +\_!\$\*~
- Must be between 10 and 25 characters in length
- Must not match or contain your ID
- Must not match one of the previous 2 PASSWORDs